



# TRAVEL AGENTS CONTACT GUIDE



## Aeroplan

🌐 [aircanada.com/aeroplan](https://aircanada.com/aeroplan)

📞 +1-800-361-5373 or +1-514-395-0300

## AC Wallet

Refer to [AC Wallet](#) and [Travel Agents Q&A](#)

## Baggage

🌐 Refer to [Baggage Information](#) or contact [Customer Support](#) for [missing bags](#) and lost items

🌐 Calculate [excess baggage fees](#)

## Customer Relations

🌐 Past travel issues, refer to [Customer Relations](#)

## Debit Memo Correspondence

🌐 [CRS Booking and Ticketing Policy](#)

🌐 [Debit Memo Policy](#)

All disputes must be initiated via [BSPLink](#).

All disputes initiated after billing cycle must be submitted via Post Billing Dispute option. All disputes must clearly indicate dispute amount, reason for dispute and must include supporting documentation. For all other questions refer to local Sales team.

## Group Travel

🌐 Please contact [hkg.group@aircanada.ca](mailto:hkg.group@aircanada.ca)

## Policies

🌐 Refer to [aircanada.com/agents](https://aircanada.com/agents)

🌐 [A to Z Help](#)

🌐 [Flight Disruption Policy](#)

🌐 [Name Correction Policy](#)

🌐 [No Show Policy](#)

🌐 [Schedule Change Policy](#)

## Air Canada Reservation

📞 800 906 519 (from Hong Kong, 8am-8pm)

📞 400 1122 776 (from Southern China, 8am-8pm)

📞 +1-888-247-2262 (Canada, 24/7)

## Fare & Pricing Information

🌐 [Fare Options](#)

🌐 [Pricing Assistance](#)

🌐 [Ticket Validity](#)

## Queues for Rates Desk

*Amadeus*

QE/YMQAC1100/5 (beyond 72 hours)

QE/YMQAC1100/0 (within 72 hours)

*Sabre*

QP/QAC20/4 (beyond 72 hours)

QP/QAC21/4 (within 72 hours)

## Refund (Post Travel)

🌐 [Air Canada Refund and Cancellation Policy](#)

🌐 [Refund Services Guide](#)

🌐 [Refund Application Form](#)

🌐 [Refundable Tax Guide](#)

## Special Services

🌐 [Medical Desk / Accessibility Services](#)

🌐 [Seat Selection](#)

🌐 [Special Meals](#)

🌐 [Travelling with a pet](#)

🌐 [Unaccompanied Minors](#)

## Travel Information

🌐 [Airport Information](#)

🌐 [Connecting in Canada](#)

🌐 [Minimum Connecting Times](#)

🌐 [Online Check In](#) – 24h before departure

## Travel Requirements

🌐 [Air Canada Travel Ready Hub](#)

🌐 [eTA - Electronic Travel Authorization Canada](#)